

MANEUVER CENTER OF EXCELLENCE (MCoE)



FIRST SERGEANTS BARRACKS PROGRAM 2020 HANDBOOK FORT BENNING, GEORGIA

15 NOVEMBER 2012

A guide to Property Management and
operations of Army barracks

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1. Introduction.

1.1. Purpose.

The information in this Handbook upholds the basic standards for barracks as detailed in Army Regulation (AR) 420-1, which serves as the primary reference material to matters pertaining to the management and operations of all forms of Unaccompanied Housing (UH) world-wide. For the purposes of this handbook, the term “UH” refers to permanent party, transient, and training barracks. The AR 420-1 applies to all types Army barracks facilities and property management processes and procedures, whether the barracks are for permanent party, transient, training, Army Reserve or Army National Guard.

This handbook is intended to serve as a resource for references and information specific to providing property management of permanent party and Wounded Warrior UH; however, it does not replace statutes or regulations pertaining to UH, Army standards, entitlements, or other policies. In the event the handbook contains information that conflicts with regulations or statutes, the regulations and statutes will be followed.

A Soldier’s living environment is an essential building block in preserving and enhancing the quality of life for our All-Volunteer Force. The “FSBP 2020 Handbook” is designed to serve as a reference tool to assist all stakeholders by providing a road map that will endure beyond any individual’s tenure in managing, overseeing, or otherwise involved with UH. Stakeholders include the Senior Mission Command Team, Garrison Command Team, Company First Sergeants and Commanders, Battalion and Brigade leaders, Better Opportunities for Single Soldiers (BOSS), Army Community Service (ACS), Directorate of Public Works (DPW), Housing Division, Transportation Office, Contracting Office, Defense Military Pay Office (DMPO), Military Personnel Office, Family Support Group (FSG), and any other organization that has an interest in unaccompanied Soldiers and UH. The unwavering support and commitment of all stakeholders is critical to successfully delivering the services and safeguarding the Army’s investment in a holistic management program designed to provide quality services and facility programming and planning to the Army’s single/unaccompanied personnel.

1.2. Unaccompanied Housing Goals:

- Improve and maintain the quality of life and well being of single Soldiers living in the UH
- Improve the overall utilization of the Army’s UH
- Manage Certificates of Non-Availability (CNAs) and reduce excess Basic Allowance for Housing (BAH)
 - Manage vacant UH space during deployments
 - Manage Between Occupancy Maintenance (BOM) and other maintenance for the UH
 - Reduce damage to real property and furnishings by holding individuals financially accountable
 - Extend the life of furnishings and facilities through prudent, diligent management and oversight
 - Foster a working team of military leadership and garrison staff at all levels to ensure the goals of UH are realized

1.3. Roles and Responsibilities.

1.3.1. Military Unit's Roles and Responsibilities.

Military units will execute the day-to-day operations of UH. Garrison Housing Managers will provide military units with the technical assistance to effectively and efficiently perform those functions. The unit's primary responsibilities in UH include:

Facility Management Inspections/Maintenance and Repair (M&R):

- Preventive Maintenance Building Inspections
- Maintenance Self-Help
- Grounds Maintenance ($\leq 50'$ from Building)
- Initiate & Track Work Orders / Service Orders

Housing Program Management Administration:

- Participate in Routine Partnering Sessions with Garrison & Unit Leadership
- Maintain Barracks Good Order & Discipline
- Health & Welfare Inspections
- Command and Control (C2)

Property Management Administration:

- Initiate collections for facility & furnishings damages and loss
- Furnishings serviceability actions
- Furnishings replacement requests
- Initiate Certificate of Non-Availability (CNA) requests
- Common area hand receipt holder
- Building and furnishings hand receipt holder

Property Management Service Member Services:

- Room assignments and terminations
- Issue room furnishings hand receipts
- Furnishings 1 for 1 Replacement Moving and Handling (Annex D)
- Coordination for quarters assignment outside of unit footprint
- Issue room keys
- Lockout room access (Annex E)
- Common area custodial daily inspection (include Warrior in Transition)
- Quarters check-in/out inspections

1.3.2. Housing Division's Roles and Responsibilities.

The garrison Housing Manager serves as the primary point of contact and subject matter expert for UH. Trained and proficient in UH operations, management, budget development and execution, contract and database management, training, and regulatory guidance, the Housing Manager's expertise is critical in supporting the Garrison DPW and Directorate of Plans, Training, Mobilization, and Security (DPTMS) in the following tasks:

- Conducting recurring inspections of UH
- Coordinating with Unit leaders and stakeholders as Units deploy and redeploy

- Assisting the Furnishings Management Office (FMO) in managing the furnishings and equipment in the UH
- Facilitating monthly partnership meetings with Unit and garrison leaders (daily FRAGO DPTMS/G3)
- Overseeing the CNAs to maximize UH utilization
- Continuing to reduce excess payments of housing
- Executing customer satisfaction surveys

The Housing Division's primary responsibilities for UH include:

Facility Management Planning:

- Develop the Unaccompanied Housing Master Plan
- Individual Job Order (IJO) Work Order Review
- Review of Diversion / Conversion Requests

Housing Program Management:

- Determine Construction & Leasing Requirements
- Analyze & Review Units' Barracks Footprints
- Budget Sub Activity Group (SAG) 131

Housing Program Administration:

- Housing Policy (Permanent Party, Training & Transient)
- CNA Processing
- Geographical Bachelor Management
- Temporary Lodging Expense (TLE) Processing
- Barracks Utilization Reporting
- Training Units on UH program (See attached schedule, Annex F), policies, and Enterprise Military Housing (eMH) system
- Installation Status Report – Services (ISR-S) Evaluation
- Lead Routine Partnering Sessions with Garrison & Unit Leadership
- Contracting Officer's Representative / Quality Assurance for Furniture, Appliances & Drayage
- Furnishings Management – Requisition, Issue, Turn-in, Repair, Disposal, Warehousing, Accountability, etc.
- Cyclical Furnishings Inventories (warehouse, Hand Receipts)
- Whole Barracks Furnishings Replacement
- Provide Replacement Furnishings Requirement to HQ IMCOM,
- Furnishings Budget & Future Programs

Property Management

- UH Management for Senior NCO and Officers

1.3.3. Directorate of Public Work's (DPW) Responsibilities.

The DPW is responsible for the planning, programming, sustainment, maintenance and repair of UH. Facilities sustainment provides resources for maintenance and repair (M&R) activities

necessary to keep a typical inventory of facilities in good working order over a 50-year service life. This includes regularly scheduled adjustments and inspections, preventive maintenance tasks, and emergency response and service calls for minor repairs. It also includes major repairs or replacement of facility components that are expected to occur periodically throughout the facility life cycle. This work includes regular roof replacement, refinishing wall surfaces, repairing and replacing electrical, heating, and cooling systems, replacing tile and carpets, and similar type of work. It does not include repairing or replacing non-attached equipment or furniture or building components that typically last more than 50 years (such as foundations and structural members). Between Occupancy Maintenance (BOM) is included in the DPW's responsibilities; it is funded through the Sustainment, Restoration and Modernization (SRM) funding allocation.

The DPW's primary responsibilities in UH include:

Facility Management Planning:

- Prepare Annual & Long Range Work Plans
- Barracks Major Project Management / DD1391
- Master Planning
- Installation Status Report – Infrastructure (ISR-I) Inspections
- Budget Sub Activity Group (SAG) 132

Facility Management Administration

- Inspections Oversight
- Issue Training & Transient Barracks Facility Hand Receipts
- Facilitate Leasing Execution (with Headquarters, US Army Corps of Engineers (HQ USACE))
- Diversion / Conversion Processing
- Collection Processing for Facility Damages (Cost Passing)
- Key Control (Annex E)

Facility Management Inspections / M&R

- Service Order Execution
- Work Order Execution
- Supplies or Funding for Maintenance Self-Help

Property Management

- Common Area Custodial of WTU Barracks

1.3.4. Soldiers Roles and Responsibilities.

Soldiers will assist the Unit in executing the custodial tasks associated with the Unit's footprint. Soldiers are wholly responsible for the housekeeping and maintenance of their quarters. Housekeeping includes the general cleaning common area up-keep of the barracks room and protecting the Army's facilities investment by ensuring maintenance tasks are identified and reported, and reporting incidents of vandalism and neglect of facilities, furnishings and equipment are promptly reported to the Unit Representative or military leadership.

The Resident Soldier's primary responsibilities in the UH include:

- Regular cleaning of the latrine (including shower/tub, commode, sink, floors, windows)
- Regular cleaning of the kitchenette

- Keeping the kitchenette free of debris and/or trash
- Regular cleaning of the floors
- Regular cleaning of the interior and exterior of all appliances
- Clearing and cleaning of drain pipes under the sinks and filters
- Regular dusting and wiping down of furniture
- Organizing and storing personal items

2. Property Management – Business Rules

2.1. Unit Integrity.

Unit integrity will be managed at the lowest level whenever possible but will not result in a Soldier being issued a CNA for lack of adequate space who would otherwise be assigned to UH. See Section 7 page 22, for more information about CNAs.

Units must avoid “swapping rooms” and arbitrarily moving Soldiers as this affects Soldiers’ quality of life, causes unnecessary wear and tear on facilities, increases management workload, and can impact utilization reporting. Military Units will be responsible for the costs associated with reassigning Soldiers to UH for the purpose of keeping a Soldier within their unit’s footprint, maintaining unit integrity, or reassigning the Soldier within the Brigade. Costs include, but are not limited to:

- Cable television and telephone reconnection charges
- Between occupancy maintenance, as determined by the DPW
- Movement of personal household goods

The DPW Real Property office will coordinate with Military Units, the Garrison Commander and the Senior Commander when reallocating Brigade footprints, barracks buildings, floors, or modules as required and will ensure fair, efficient and effective utilization of UH on the garrison and within Brigade areas.

Garrison Commander is charged with the responsibility for maintaining adequate UH and ensuring effective utilization of all adequate barracks.

2.2. Enterprise Military Housing (eMH)

Enterprise Military Housing (eMH) is the Army’s single application for day-to-day housing management, asset oversight, furnishings accountability and utilization reporting. Military Units responsible for property management, including UH for Permanent Party, Transient/Training, Trainee, and Warriors in Transition (WT), shall fully utilize all functionality of eMH for all aspects of asset and data management. All other forms of software used in performing property management functions for the Army are prohibited.

The eMH data program connects to DEERS, which contains personally identifiable information (PII). Unit leaders will designate specific personnel that need an eMH account to access, use, and view data and provide that information to the garrison Housing Manager. Personnel must have a Common Access Card (CAC) and have access to an Army-owned computer.

The eMH furnishing module is designed for barcoding individual items. All UH furnishings and appliances will be individually barcoded (serialized), which will provide the Army the information

and control functions needed for total accountability. It will also provide the details necessary to project, justify and program for additional, replacement and future furnishings requirements, cross-level inventories, and collect for missing or damaged items. The garrison housing office will develop procedures for processing the barcoding of furnishings as a special printer and barcode scanner are required.

The garrison Housing Division staff are the eMH subject matter experts and the proponents for teaching personnel to use this web based property management program. The eMH training modules, available on the eMH website, are an excellent resource that will allow users to quickly learn the functions, operations and reporting tools eMH offers.

3. Quarters Assignments and Terminations.

3.1. Determining Eligibility for Quarters and In-processing.

Military Unit personnel are responsible for determining a Soldier's eligibility for UH, quarters assignment, and performing inspections when a Soldier signs for their quarters.

The first step is to verify the Soldier's eligibility to live in UH. Factors to consider for eligibility include rank, marital status, and BAH entitlement. There are various ways to verify this information:

- **Ask the Soldier**
- **Review the Soldier's orders**
- **Review the Unit Commander's Finance Report (UCFR). This report may be obtained through the Garrison budget office, local finance office or unit commander**
- **Ask for a copy of the Soldier's latest Leave and Earnings Statement (LES)**

The next step is to identify available barracks space. While assigning Soldiers within their Company or Battalion is preferable, the goal is to maintain at least Brigade-level Unit integrity. If space is not available within the Brigade footprint, military Units will coordinate with the Housing Manager and other Military Units to locate quarters for Soldiers. Assignment to quarters outside a Soldier's Unit footprint does not warrant issuing a CNA. Once a Soldier is assigned to quarters, even if outside the Soldier's Unit footprint, every effort should be made to allow the Soldier to remain in those assigned quarters for the duration of their assignment to the installation.

Enter the Soldier's information into eMH and generate an Assignment to Quarters letter and schedule a joint move-in inspection between the Unit Representative, Soldier and first line supervisor to review the condition of the quarters and furnishings inventory and condition using an "Inspection Report". Use of this will help generate maintenance requirements necessary to sustain the quality of rooms and living standards for all Soldiers. Soldiers will sign for the furnishings in their room via hand receipt at the time of room assignment.

The Unit Representative will provide the new Soldier a package containing:

- **A copy of the assignment to quarters letter**
- **A copy of the barracks rules/regulations**
- **A copy of the signed furnishings inventory hand receipt**
- **A copy of the condition report**

- A copy of the Liability Statement

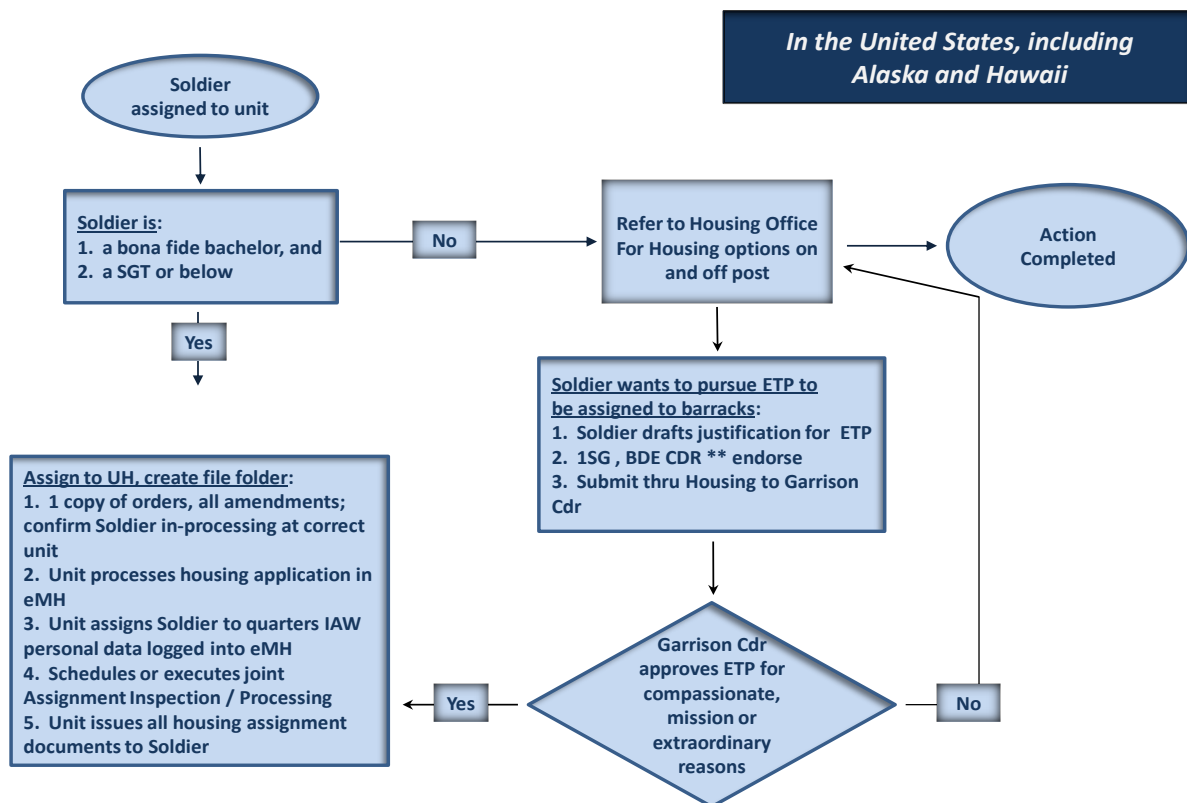
3.2. Geographic Bachelors.

If the Unit permits a geographic bachelor (a Soldier who receives BAH at the “with dependent rate”) to reside in the barracks, the Soldier is not entitled to the minimum space criteria.

Assignment of geographic bachelor personnel will not result in a CNA being issued to a bona fide Soldier who would otherwise be required to reside in the barracks.

3.3. Soldiers stationed in the Continental United States, Hawaii and Alaska.

Bona fide bachelor Soldiers in the ranks of private through sergeant are required to live in the barracks. A bona fide bachelor is a Soldier who is entitled to BAH at the without dependent rate. To confirm this, the unit representative should review the Soldier’s Leave and Earnings Statement or the UCFR.



3.4. Quarters Inspections.

In order to standardize the inspection process, Unit and Garrison staff may want to use the familiar “Green – Amber – Red” system to define “Outstanding”, “Satisfactory”, and “Unsatisfactory” used in eMH. While conducting an assignment, pre-termination or termination inspection the inspector

(UR) will assess all components of the room, determine the condition of each area and / or item inspected, and assigning it a rating of “Outstanding”, “Satisfactory”, or “Unsatisfactory”. At the end of the inspection an overall rating will be given to the room based on the collective conditions. (See Quarters Inspection, page 16)

3.4.1. Assignment Inspection.

The sample quarters inspection form provided in this section uses the green-amber-red rating system. During the joint inspection with the first line supervisor and the Soldier, the inspector will check the general condition of each item. This also ensures new residents are not held responsible for preexisting conditions. Conditions would be annotated using the following codes:

- Outstanding = Green
- Satisfactory = Amber
- Unsatisfactory = Red

The inspector will specify defect or shortcoming and if the item needs repair or replacement, and a description of the maintenance required in the “Description of Maintenance Condition” column. The joint inspection report should be signed by both the inspector and resident, who should receive a copy of the inspection report and the original placed in the resident’s file. The sample quarters inspection reports on the following pages can be modified to meet the Unit’s needs.

Units are responsible for submitting and tracking service order requests generated from these joint inspections. The inspection is essentially pointless if this step is ignored when there are deficiencies present.

The Furnishings Inventory form is then completed. This inventory report lists the nomenclature, stock number, quantities, condition, and replacement cost for each item the Soldier will be responsible for, which the Unit representative will ensure is entered into the eMH database.

By informing the Soldier of these costs from the start and his potential liability as outlined in the Liability Statement on page 26, he or she will take better care of the quarters and furnishings.

Samples of an Inspection Reports are provided on the pages 18 and 19 and can be altered to meet the needs and reporting requirements or desires of unit leaders.

3.5. Termination of Quarters.

Terminating quarters includes inspection scheduling procedures, cleaning and maintenance inspection protocols, assessing for damages, document control, and coordination for financial transactions to be processed with the Garrison Finance Office. Soldiers are responsible for cleaning their own quarters and will leave their quarters in a condition suitable for immediate reassignment to incoming personnel. Exceptions exist for personnel assigned to Wounded Warriors Units (Section 5 of this FSBP 2020 Handbook, page 21).

Quarters Clearing Checklist and Room Cleaning Standards. When scheduling a termination inspection with the resident, the Unit Representative should provide copies of a Room Clearing Checklist and Room Cleaning Standards, which guide the termination inspection. Providing these to the Soldier in advance will enable him or her to understand the criteria for the inspection and

increase the chances of passing the first time. Examples of these forms can be found on pages 15 through 19.

Self-Help Requirements. Self-Help tasks are fairly routine maintenance chores that any prudent home owner would complete rather than hire a professional to do for them.

3.5.1 Termination Inspection

Conditions Inspection Documents. When performing the termination inspection, the inspector should use the check-in inspection documents to determine if damages exist or furnishings are missing (Termination of Quarters, Page 16).

Accounting for Furnishings and Equipment. At the quarters termination inspection, the inspector must have a copy of the Soldier's most recent eMH Assignment Order, which includes the furnishings inventory for their quarters and use this form to compare the quantities, types, and condition of all items the Soldier signed for to determine if any damages or missing inventory.

Between Occupancy Maintenance (BOM) Checklist. The inspector will complete the "Between Occupancy Maintenance Sheet" which utilizes the former "green-amber-red" which now reflects the "Outstanding", "Satisfactory" and "Unsatisfactory" scoring system is on page 17 of this guide. This sheet will help the inspector generate the service orders necessary to maintain the facility.

If the quarters do not meet the clearing standards, the Soldier must reschedule the inspection to ensure sufficient time to correct deficiencies. Sample inspection report is on page 16.

3.6. Collecting for Damages

Units are responsible for ensuring Soldiers reimburse the Army for damages and losses to quarters, common areas of UH, barracks furnishings, and barracks equipment when the damage is not considered normal wear and tear. The Unit Representative must objectively assess the condition of both the quarters and furnishings prior to clearing a Soldier from quarters. The garrison DPW is the best source to identify costs for repairing damages to quarters and the Housing Manager is the best source for determining costs for damages to furnishings and appliances.

Army Regulation (AR) 735-5, Policies and Procedures for Property Accountability, Chapter 13 details the procedures for accounting for lost, damaged, or destroyed U.S. Army property. AR 735-5 is available online at <http://www.apd.army.mil/AdminPubs/BrowseRegulations.asp> and includes samples and step-by-step instructions for completing a DD Form 362, Cash Collection Voucher/Statement of Charges as well as a DD Form 200, Financial Liability Investigations of Property Loss (FLIPL).

If there are damages to the quarters or furnishings the Unit Representative will calculate the costs and complete a DD Form 362 which will allow the Soldier to pay the Defense Military Pay Office (DMPO) for the damages in cash or by money order or check. The Soldier must provide the Unit Representative a copy of the receipt issued by DMPO showing he or she has paid for the damages before clearing his or her quarters.

If the Soldier would prefer to have the charges deducted from his or her pay, the Unit Representative should complete a DD Form 139, Pay Adjustment Authorization, have the Soldier sign the document, provide him or her a photo copy, and then the Soldier may be cleared from his quarters. The Unit Representative will be responsible for ensuring the signed DD Form 139 is received by the DMPO.

3.6.1. Financial liability investigation of property loss versus the report of survey system.

Army Regulation 735-5, Chapter 13, outlines when a FLIPL investigation must be initiated. The garrison Housing Manager is responsible for initiating a FLIPL (AR 735-5, paragraph 14-12). The FLIPL will be processed through the chain of command of the individual.

3.6.2. Final Clearance from Quarters.

Once the Unit Representative is satisfied the Soldier is ready to be cleared from his or her quarters, the Unit Representative will provide the Soldier with a copy of the barracks clearance form and their Termination of Quarters Letter, which will allow the Soldier to proceed to DMPO which will determine their BAH entitlement.

The Unit Representative will contact the DPW/TIYA to submit service or work orders based on the results of the termination inspection. Based on the service orders needed and the time it will take for the DPW to respond to those service orders, the Unit Representative will update the quarters status in eMH.

3.7. Assessing the Condition of Quarters.

Periodically, quarters need to remain vacant to allow maintenance to be completed. Maintenance may include multiple minor repairs that require a few days to major repairs requiring the quarters remain vacant for an extended period of time.

Units may want to consider developing a “down-time” estimate for each type of repair based on conditions using the Green, Red, Amber color codes discussed earlier in this handbook. This can help the Unit Representatives and DPW understand the severity of maintenance problems and assist in planning necessary maintenance.

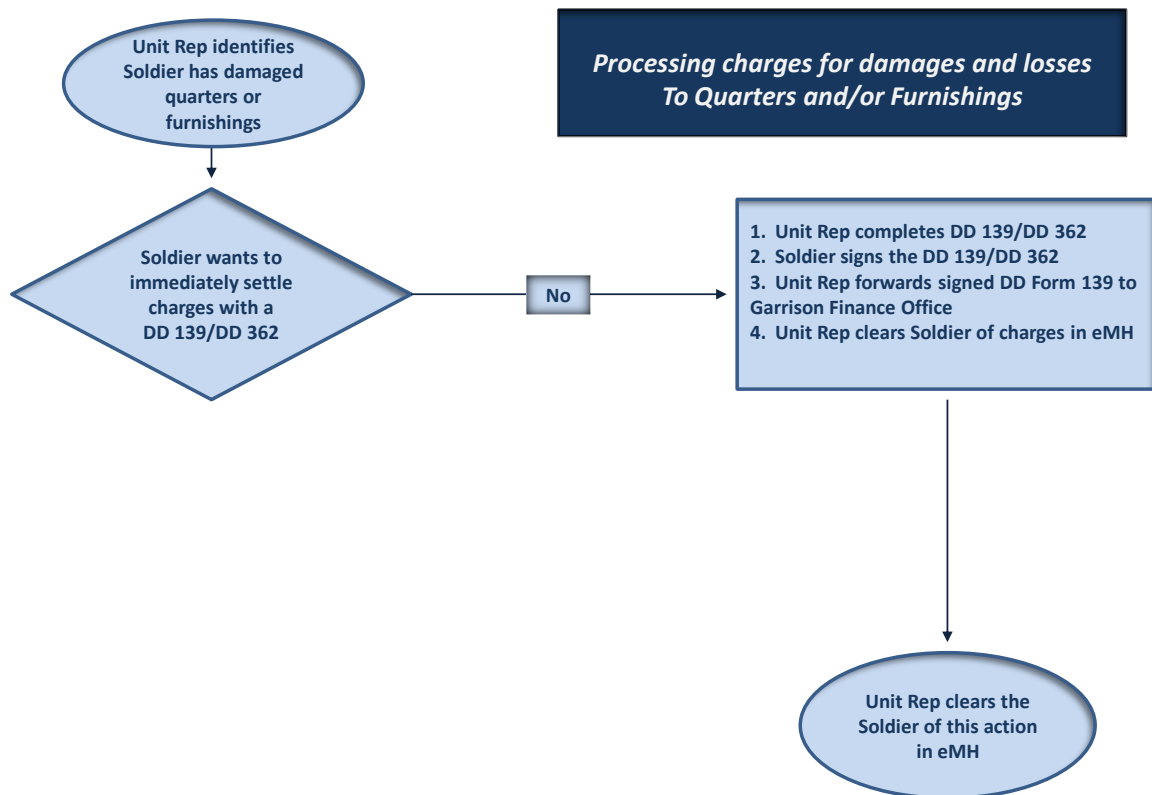
The down-time estimate should be coordinated with the DPW, who is responsible for planning, scheduling, executing, and overseeing maintenance in the barracks. The sample table describes the meaning of each color and should help set expectations for all stakeholders. Contact the installation DPW Maintenance Division to get assistance in using this or a similar table to define the color-rating system employed at the installation.

	Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
Condition	Good	Fair	Poor
Assignable?	Yes	No	No
# of Days Offline	Up to 3	Up to 4	Up to 7

Both the Unit Representative and the DPW maintenance team can benefit from the Green-Amber-Red system since it:

- Assists the DPW in quickly understanding the magnitude of work required
- Assists the DPW in determining the amount of time required for a specific room
- Assists the A&T Clerk in determining how long the room will be off-line
- Acts as an effective barracks management tool that will aid in maintaining the barracks in good condition
- Assists the Unit Representative in projecting when quarters will be ready for assignment

While this may initially appear to be a major task for every move-out inspection, the Unit Representative will become increasingly familiar with the standards and will develop a working relationship with the garrison staff experts and proponents.





		Outstanding	Satisfactory	Unsatisfactory
B A T H R O O M	SHOWER/TUB (Incl. Fixtures)	Shower/tub tile or surround is in good condition; No gouges, cracks, stains, or loose/missing/broken tiles; Drain works properly and is secured in place; Faucets operate properly with good water pressure & adequate hot water.	Minor gouges, cracks or stained tiles in shower/tub surround; Drain works adequately; Faucets do not leak; Water pressure of low and "hot" water is lukewarm.	Shower/tub surround has missing, cracked or stained tiles; Drain does not close or stay open; Water pressure is very low and there is no hot water.
	MIRRORS	Mirrors are in good condition with no cracks, stains, or distorted areas; Mirrors are secured to the wall.	Minor mirror distortion or small crack in corner; Adequately secured to the wall.	Mirror has crack in place other than corner(s) and/or large area of distortion; Not adequately secured to the wall.
	LAV/CABINETS	Bathroom accessories for soap, toilet paper and towels are present, in good condition, and accessible; Less than 10% need repair.	Bathroom accessories for soap, toilet paper and towels are available but difficult to access and/or 10%-25% need repair.	More than 25% of bathroom accessories for soap, toilet paper and towels are missing, broken, or loose, and need major repairs.
	COMMUNE	Sanitary waste system is in good condition; Commode operates well, free of cracks/stains; Does not run excessively long after flushing.	Sanitary waste system is in adequate condition; Commode operates adequately and does not run for more than 30 sec. after flush; Only has minor stains or cracks.	Sanitary waste system shows evidence of seepage or back-up; Commode has major cracks/stains and continues to run for more than 30 seconds after flushing.
	SINK (Incl. Fixtures)	Faucets operate properly and do not leak; Adequate water pressure and ample hot water; Drainage system does not leak and sink stopper works; Sink is not cracked, chipped or stained; Water is clear.	Faucets operate without excessive leaks; Low water pressure; "Hot" water is lukewarm; Sink stopper allows some water to drain; Drainage system has minor dripping; Minor cracks/stains.	More than 25% of faucets leak at the handles or under the sink; Water pressure is very low and there is no hot water; Sink stopper does not hold water; Drainage system leaks under the sink; Cracks and/or stains present; Water in discolored/non-potable.

INSPECTOR'S SIGNATURE	DATE OF INSPECTION
X:	

Room Inspection

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
DIRECTORATE OF PUBLIC WORKS, RCI/HOUSING
6701 TRANSPORTATION STREET
FORT BENNING, GEORGIA 31905



Soldier's Name & Grade: _____

Inspected By: _____

Bldg/Room #: _____

		Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)	Condition Code 1/	Needs Repair?	Description of Maintenance Required
K I T C H E N	CEILING						
	WALLS						
	FLOOR						
	LIGHT FIXTURE						
	SWITCHES/OUTLETS						
	CABINETS						
	SINK (Incl. Fixtures)						
	COUNTERTOP						
	VENTILATION/EXHAUST FANS						
	APPLIANCES						
B A T H R O O M	CEILING						
	FLOOR						
	WALLS						
	DOOR						
	TRIM						
	EXHAUST FAN						
	HARDWARE (Towel bar, soap)						
	SHOWER/TUB (Incl. Fixtures)						
	MIRRORS						
	LAV/CABINETS						
	COMMODE						
	LIGHT FIXTURE						
B E D R O O M	SINK (Incl. Fixtures)						
	SWITCHES/OUTLETS						
	CEILING						
	WALLS						
	FLOOR						
	DOOR (INCL. LOCKS)						
	TRIM						
	WINDOW						
	SCREENS						
	LIGHT FIXTURE						
	SWITCHES/OUTLETS						
	CURTAINS/BLINDS						
BASEBOARDS/WOODWORK							
CLOSET SHELVEING							
COMMUNICATIONS OUTLETS							
SMOKE DETECTOR							
CEILING FANS							

1/ BR=Broken; BU = Burned; CH = Chipped; CR = Cracked; D = Dirty; DA = Damage; FWT = Fair Wear & Tear; MI = Missing; MO = Mold; NH = Nail Hole;
NP = Needs paint; O = Other; S = Soiled; SC = Scratch; SP = Spot; ST = Stained; TO = Torn; WA = Warped

THE ABOVE AREAS/ITEMS WERE INSPECTED JOINTLY WITH OCCUPANT AND BUILDING MGR.

OCCUPANT'S SIGNATURE	DATE OF INSPECTION	FACILITY MANAGER'S SIGNATURE
X:		X:

BETWEEN OCCUPANCY MAINTENANCE INSPECTION



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
DIRECTORATE OF PUBLIC WORKS, RCI/HOUSING
6701 TRANSPORTATION STREET
FORT BENNING, GEORGIA 31905



Building/Room #:

Inspected By:

Directions: Check or circle the appropriate condition upon inspection.

	Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
PAINT	Clean	Partial Room Needs Paint	Entire Room Needs Paint
CLEANING	No Cleaning Required	Moderate Cleaning Req'd.	Complete Cleaning Req'd.
FURNISHINGS: # of Pieces to Repair	None	Minimal	> 10%
FURNISHINGS: # of Pieces to Replace	None	Minimal	> 10%
APPLIANCES	Clean & Fully Operable	Working - Cosmetic Dmg.	Repair or Replace
SMOKE DETECTOR	Fully Operable	Repair/Replace	-
COMMODE	Clean & Fully Operable	Minor Repair	Replace
TUB	Clean & Fully Operable	Minor Repair	Replace
VANITY	Clean & Fully Operable	Minor Repair	Replace
CABINETS/COUNTERS	Clean	Minor Repair	Replace
WINDOW TREATMENTS	Clean	Minor Repair	Replace
HVAC	Fully Operable	Minor Repair	Replace
ELECTRICAL SWITCHES/OUTLETS	Fully Operable	Minor Repair	Replace
PLUMBING FIXTURES	Fully Operable	Minor Repair	Replace
FLOORING	Clean	Minor Repair	Major Repair or Replacement

# of Service Orders (Minor Repairs)	0 - 2	3 - 5	5+
# of Service Orders (Major Repairs)	0	0	1+

OVERALL ROOM RATING	Outstanding (Green)	Satisfactory (Amber)	Unsatisfactory (Red)
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Room should be rated "Outstanding" if less than 3 service orders for minor repairs AND no service orders for major repairs.

Room should be rated "Satisfactory" if there are 3-5 service orders for minor repairs AND no service orders for major repairs.

Room should be rated "Unsatisfactory" if there are more than 5 service orders for minor repairs AND/OR 1+ service orders for major repairs.

INSPECTOR'S SIGNATURE	DATE OF INSPECTION
X:	

CLEANING STANDARDS FOR UNACCOMPANIED HOUSING

BLDG:		RM #:		Floor #:	
Date:			Time of Inspection:		
Type Inspection:	Assignment: _____	Pre-Termination: _____	Termination: _____	Special: _____	
Residents Name (print)		Last Name:		First Name:	

Item #	Check When Complete	Task	Area
1		Clean inside/outside of windows to include seals and screen	ENTRY
2		Clean entry door and frame inside and outside	
3		Clean lights / globes / lights are working / replace if needed	TOILET / TUB
4		Flush toilet and Clean inside / outside	
5		Clean tub / stopper and shower walls to include soap dish and ceiling	
6		Clean faucet to include shower head	
7		Clean light switch covers (do not saturate with water)	
8		Clean floors/corners/baseboards/ sweep and mop	
9		Clean bathroom door and frame inside and outside	
10		Clean lights / globes / lights are working / replace if needed	BATH SINK
11		Clean plug / light switch covers	
12		Clean mirror to strike free shine using a glass cleaner	
13		Clean counter top / sink / stopper to include faucet with wet rag using bathroom cleaner	
14		Clean drawers / cabinets	
15		Clean walls and vents	
16		Clean floors/corners/baseboards/ sweep and mop	
17		Clean door and frame	"A" SIDE "A" ROOM <small>IF APPLICABLE</small>
18		Clean room door and frame	
19		Clean light switch covers	
20		Clean walls and vents starting from the left and working around to include outlet covers and baseboards	
21		Clean window / frame dust curtains and ensure curtains are hung properly, lock window	
22		Clean ceiling/vents/fans/ and fan blades	
23		Clean closet/dust shelves	
24		Clean lights/globes/ceiling fans and fan blades/ lights are working / replace if needed	
25		Clean furniture / Accountability & Serviceability	
26		Clean floor /corners/baseboards/c sweep and mop and vacuum carpet/rugs	"B" SIDE "B" ROOM <small>IF APPLICABLE</small>
27		Clean room door and frame	
28		Clean light switch covers	
29		Clean walls and vents starting from the left and working around to include outlet covers and baseboards	
30		Clean window / frame dust curtains and ensure curtains are hung properly, lock window	
31		Clean ceiling/vents/fans/ and fan blades	
32		Clean closet/dust shelves	
33		Clean lights/globes/ lights are working / replace if needed	
34		Clean furniture / Accountability & Serviceability	
35		Clean floor /corners/baseboards/ sweep and mop and vacuum carpet/rugs	KITCHEN <small>IF APPLICABLE</small>
36		Clean light switch covers/lights/globes/lights are working/replace if needed	
37		Clean cook top/hooded vent/clean or replace vent filter	
38		Clean upper cabinets	
39		Clean counter top / sink / stopper to include faucet	
40		Clean lower cabinets	

41		Clean refrigerator inside and out / pull racks and crisper tray out to clean / rubber seal/do not unplug	
42		Clean microwave inside and out and under / plug in	
43		Pull refrigerator from wall and clean floor behind and sides of refrigerator / plug in/set thermostat	
44		Clean floor/corners/baseboards/clean and mop	
45		Clean washer and dryer inside and out	LAUNDRY ROOM <i>IF APPLICABLE</i>
46		Clean dryer vent	
47		Move washer and dryer and clean underneath	
48		Clean ceiling, walls, baseboards and vents	
49		Clean lights and fixtures / lights are working / replace if needed	
50		Clean floor /corners/baseboards including inside closets, clean and mop	Other
51		Clean all windows to a strike free shine using a glass cleaner	
52		Clean all mirrors to a strike free shine using a glass cleaner	
53		Clean all trash cans removing all debris	
54		Remove all nails, thumb tacks and gently remove adhesive from walls	

Note: Use appropriate cleaning material for each type of article, i.e. use furniture polish on wooden furniture wiping all surfaces and removing any residual cleaning fluids.

4. Assignment and Terminations When Units are Deploying.

4.1. Adjusting Processes During Deployment.

Army Regulation 420-1, paragraph 3-137 authorizes Mission Commanders to use the reduced space allocation standards / barracks Emergency Expansion Capacity when recalling Soldiers into the barracks in preparation for deployment or redeployment.

Minimum standards of adequacy do not apply to Soldiers in categories III through VI, Table 3-7, AR420-1 (geographical bachelors are included in this category as ETP by GC) and are housed "space available".

Deploying Soldiers will completely clear their barracks room/space upon deployment. Line Leaders must ensure this happens either as the Soldier/Unit deploys or immediately thereafter by the Rear Detachment. These rooms will be made available for assignment to other Soldiers.

4.2. Mass Assignments for Redeploying Units.

The process for making mass assignments to redeploying units varies from the process for assigning a space to an individual Soldier. Generally, 120 days prior to redeployment, the forward deployed Unit Representative should provide the Rear Detachment Commander with a prioritized list of Soldiers that will be moving into the barracks upon their return. This will allow the rear detachment to pre-assign Soldiers based on established priorities and availability of quarters, reducing overcrowding and minimizing the need for CNAs.

The following mass assignment and termination method is one efficient way to carry out this task, as there is an application available in eMH to serve this function:

- Send the forward deployed Unit Representative an outline of the available quarters on each floor so they can determine where individual Soldiers should be assigned.
- Each Soldier requiring quarters must have an application for housing on file in eMH. Blank copies of the application can be sent to the forward deployed Unit Representatives to have each Soldier complete and return them to the Rear Detachment.
- Two weeks prior to the Soldiers' projected arrival date the Rear Detachment Unit Representative should assemble a team of personnel to assist with the assignment process and creating move-in packets for each Soldier. The packets should include a move-in inspection sheet, hand receipt, liability statement, resident regulations and policies, and room key. The team should also identify additional spaces and prepare additional move-in packets to accommodate extra Soldiers that may unexpectedly need a space.
- Approximately 24-48 hours before the Unit returns, Rear Detachment Unit Representative should perform a walk-through of all quarters to ensure they are ready for occupancy, confirming the quarters are actually vacant, keys work, quarters are clean, maintenance issues have been resolved, and the furniture is in satisfactory condition. While redeployments warrant flexibility, it is important that the Rear Detachment Unit Representative, in close coordination with leadership, makes every attempt to arrange a joint inspection of quarters

with each returning Soldier within a reasonable amount of time after redeploying but generally within 5-10 days after arrival.

- Units have the flexibility to allow geographic bachelors or personnel above the grade of E5 to temporarily reside in the barracks upon return deployment while the Soldier works with the garrison Housing Services Office (HSO) to locate private rental housing in the local community. These temporary accommodations are for short durations and will not result in a bona fide bachelor receiving a CNA or receiving less than their minimum space requirement. Geographic bachelors should be housed together in reduced space allocations.

4.3. Terminating Barracks Spaces Assigned to Units/ Clearing Redeploying Units.

The process for inspecting quarters for Soldiers preparing to deploy is similar to the out-processing of individual Soldiers. The Unit Representative should meet the Soldier at his or her quarters to conduct a move-out inspection.

5. Warriors in Transition (WT) Barracks

The Army is committed to providing quarters for the WT population commensurate with their service and the duration of their recovery. The policy consolidates and provides further guidance from several Army policies and identifies special considerations and differences in management, assignment, and standards for WT UH. Because of the fluid nature of the WT population, their needs, dependency status at their duty location, and possibility for non-medical attendant (NMA) requirements, the WT chain of command requires flexibility in housing their unaccompanied WTs. Married and single Soldiers up to the grade of O-6 may reside in WT UH.

Warrior Transition Units (WTU) are responsible for ensuring WTs are housed in facilities conducive to their healing and transition requirements. The Army will provide UH specifically designed or adapted for the WTUs. The WT UH is considered permanent party barracks and will meet the DoD Housing Inspection Standards and the facility condition will be the best available at the installation. New construction housing specifically for the use of WTs will adhere to the permanent facility standards for WTUs specified in Memorandum, DAIM-ZA, 30 June 08, subject: Change 1 to Army Standard for Warriors in Transition Barracks.

Excess WTU quarters are considered adequate UH for permanent party personnel and may be assigned to other personnel eligible for UH when not required for by the WTU. These individuals will be notified, in writing, that they may be required to relocate on short notice accommodate a WT in the event a housing requirement exists and there are no alternative quarters available that would meet the needs of the WT.

Cleaning services will be contracted by the garrison for all UH WT common areas. When the WTU Commander validates, in writing, that quarters cleaning will assist in the recuperation of a specific WT or that the WT is unable to perform cleaning requirements the garrison will provide for standard room cleaning of the individual WT's room. MEDCOM will be responsible for providing cleaning in the event a WT requires a hospital grade/infectious level cleaning or when requirements exceed the cost for standard room cleaning. Standard room cleaning would be the same as that which is provided in Army Lodging.

6. Key Management and Key Control.

Key management describes the process of issuing keys on a permanent basis and the management of where and to whom those keys are permanently issued. Key control describes the physical control of the physical keys. While these are two different functions, they are not mutually exclusive. It is the responsibility of the unit to effectively manage the keys since the one who manages the keys manages the barracks spaces.

Key management is the issuing and record keeping of keys given to the Soldier. This is a permanently-issued key and would only be re-issued/replaced in the event the Soldier lost control of the key. Key management would also apply to keys permanently issued to a Brigade Headquarters for their barracks to provide the Brigade leadership with 24/7 access to their Soldiers. The unit exercises key management and should consider implementing the following rules:

- Not issuing Master keys for extended periods of time
- Make provisions for Unit leadership to gain controlled access to keys at all times.
- Make provisions for Fire and Police Emergency access to be part of the key control and management process.
- Have key control management processes address lockouts and lost keys for both during and after duty hour operations. Units are responsible for lockouts and temporary issuance of keys.

Key control describes the actual control of the key(s). A Soldier exercises key control over his or her assigned quarters. A Brigade level barracks manager (BM) exercises key control over the barracks keys that are permanently issued to the Brigade. Unit leaders and individual Soldiers exercise key control over keys that were issued on a temporary basis.

When a Soldier loses control of his or her room key, it is the Unit's responsibility to provide the Soldier with access to the Soldier's room by issuing a temporary key to the Soldier or by requiring the staff duty NCO to provide the access to the room and maintain control of the keys. The principle of key control is a leadership issue. Keys must be secured and accounted for on a continual basis.

When a Soldier loses a key due to negligence or willful misconduct, he or she will be responsible for the cost of replacing the lost key, replacing a locking device, or replacing the door. Replacement cost includes both the cost of the parts and the cost of the labor to install. Reference AR 735-5, section 14-22.

7. Certificates of Non-Availability (CNAs).

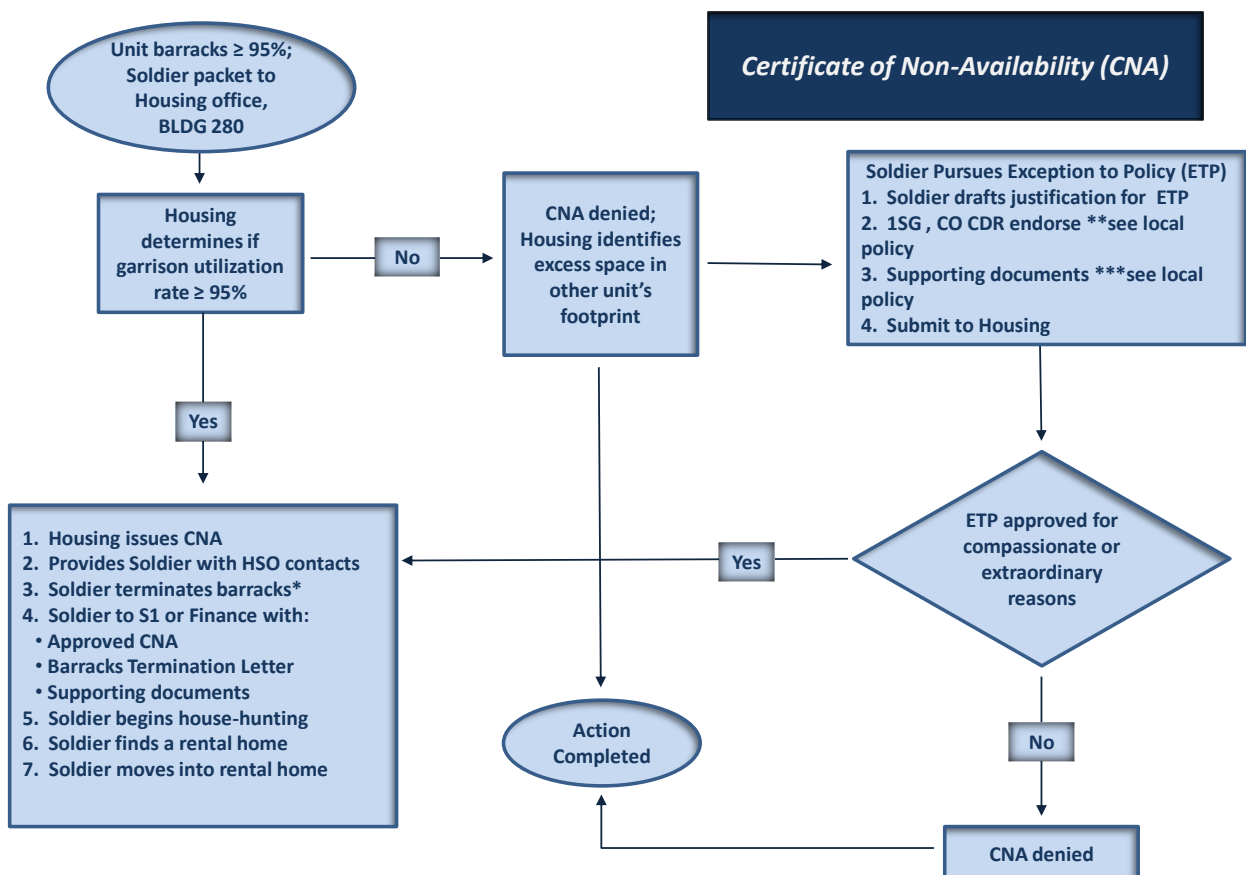
In accordance with AR 420-1, paragraph 3-18 k(2) the garrison commander may authorize single Soldiers in the grade of sergeant (E5) and below to reside off post under the following conditions:

- When adequate housing is not available and military necessity is not a factor.
- When the Soldier is pregnant.
- When the Soldier has purchased a home near (within 60 miles) the installation prior to notification of assignment to that installation.
- When the installation living spaces are above 95% occupancy.

A Soldier married to another Soldier without Family members residing off post will not be ordered to return to permanent party housing if one Soldier departs on a separate tour (AR 420-1, paragraph 3-18k(3)).

The Garrison Housing Manager will review all requests for exception to policy for a CNA. Requests will include the following documents:

- Written request for a CNA from the Soldier's Unit Commander and stated reason why
- Endorsement by the Brigade Commander or the first O-6 in the Soldier's Chain of Command. (See local policy, <https://www.benning.army.mil/garrison/dpw/Housing.html>)
- Garrison Housing Manager's recommendation to the Garrison Commander for decision.
- Supporting documents validating the request (Annex C)
- The Garrison Commander may delegate their authority to grant CNAs to the Garrison Housing Manager. If a CNA is not approved, a written response explaining the reasoning should be issued through the Soldier's chain of command. The flow chart on the following page provides a map of the CNA process.



* Date barracks are terminated, as indicated on eMH Barracks Check-out Letter, is the earliest date BAH will begin.

** Fort Benning has a local policy which states that the company commander will sign the request for BAH. If unavailable, the First Sergeant can sign for him.

*** The required supporting documents vary according to the type of request that is being processed. Please refer to <https://www.benning.army.mil/garrison/dpw/Housing.html> for examples.

8. Maintenance.

8.1. Service Orders (See Annex B)

8.2. Work Orders (See Annex C)

8.3. Escorts

The need to escort DPW maintenance staff requiring access to a Soldier's quarters to execute a service order will be established at the garrison level. Units will be responsible for providing an escort or arranging for the Soldier to be available when maintenance is scheduled allowing ample time.

8.4. Maintaining Common Areas and Grounds Maintenance.

Units are responsible for the common areas custodial and grounds maintenance within 50 feet of the barracks building and all ancillary structures, such as picnic areas, outdoor grills, tables, benches, sidewalks, green space, parking areas, common lavatories, dayrooms, hallways, stairwells, and balconies. Common tasks included in this are:

- Sweeping paved areas such as sidewalks and parking areas
- Care and maintenance of trees and shrubbery
- Care and maintenance of any free standing lighting fixtures, signs or bulletin boards
- Mowing and trimming green space
- Removal of snow and ice from sidewalks, entry steps, stoops, drive ways
- General grounds and landscaping maintenance to ensure positive water flow away from the building foundation.
 - Policing of trash and litter, emptying of building trash containers/receptacles (does not include dumpsters)

9. Furnishings Management

9.1. Importance of Quality Furnishings

The argument can be made that despite a quality and well-maintained barracks, Soldiers will not be happy if their furnishings and equipment are damaged, falling apart, missing, or substandard. Soldiers handle their room equipment and furniture every day, so it should be no surprise that their level of satisfaction with living in the barracks parallels the quality and condition of the furnishings provided for them.

9.2. Barracks Furnishings Management Functions

The garrison Housing Manager has responsibility for barracks furnishings *programming*, which includes:

- Development of furnishings and equipment life-cycle replacement plan
- Warehouse operations
- Inventory control
- Acquisition, disposal, transport, set up of initial issue large inventory exchange
- Provide whole building replacement furnishings

The military units have responsibility for barracks furnishings *management*, which includes:

- Barracks furniture and equipment inventory and condition management through move-in/move-out inspections
- Common area furnishings management
- Identification and management of replacement furnishings and equipment requirements

10. General Facility Condition Inspections.

There are multiple facility inspections designed to protect the Army's assets, assure the Soldiers' quality of life, and produce the necessary documentation to develop plans for facility improvements. The most common, recurring reports include:

- ISR (Booklet 32)
- Annual Work Plan (AWP) (AR 420-1)
- Long Range Plan (LRP) (AR 420-1)
- Units have on-site expertise of building conditions (services/work orders, complaints, upgrade recommendations)
- Quarterly inspections create a built-in check and balance of facilities, conditions, quality, and an opportunity to coach, teach, mentor
- Random inspections performed by garrisons provide an assessment and allows for more accurate input to the AWP, LRP, and the development of major M&R projects.

These inspections and the reports they generate provide the best opportunity for situational awareness of the condition of barracks as all stakeholders have a role in the data that is submitted, what is reported, the format it is reported, and what is done with the information that is reported.

11. Liability for Damages to Unaccompanied Housing.

Liability for Damages to Unaccompanied Housing

Public law makes military residents of Government housing legally responsible for damage to the facility, including Government owned appliances, furniture, and damage to key cores or loss of keys. Lack of cleaning or failure to clean when a resident clears and moves out of an assigned room is considered damages to the facility. This notice explains rules which apply to residents of Unaccompanied Housing.

Soldiers can be held pecuniary liable when the Government owning housing, appliances and furnishings you are responsible for are lost, damaged or destroyed as a result of negligence or abuse. A Soldier is negligent if the individual acts carelessly or if aware that guests or those that you allow on the premises are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing, appliances and or furnishings.

The Army has limited a Soldier's liability to an amount equal to one month's basic pay unless the damage or loss is caused by gross neglect or willful misconduct. In such cases individuals may held liable for the full amount for the damage or loss, which could amount to thousands of dollars. An individual is grossly negligent if the individual acts in a reckless or wanton manner. An individual is also grossly negligent if he/she does not take the steps to prevent reckless conduct from family members or persons the individual allows on the premises. In other words, if a Soldier knows that damage is likely to result from the willful misconduct or reckless behavior of family members or guests, and despite such knowledge, fails to exercise available opportunities to prevent or limit damage, the Soldier may be found to be grossly negligent and may be charged for the full amount of the loss.

Soldiers are not liable for damage consisting only of fair wear and tear, or caused by an act of God or by the acts of persons other than family members or guests.

Special rules for housing-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interests of the United States. This waiver authority is similar to forgiveness of debt. Soldiers whose request for a waiver is denied can appeal the matter through Report of Survey channels. If unsuccessful, Soldiers may seek redress through the Army Board of Correction of Military records.

The purpose of the housing liability law is to set limits for your liability and to waive claims in appropriate circumstances. The potentially great liability, created by the law, makes a question of insurance very important. However, only a Soldier can decide whether the potential risks warrant the purchase of insurance. The Army does not require it, but Soldiers may want insurance for their own protection and peace of mind.

The parties assigned to each living area or space are collectively responsible for damages or to furnishings and appliances that may be located in a common use or shared area. During single occupancy the lone occupant will be responsible for the **complete** room inventory.

I have read and understand the policy contained herein.

Soldiers Printed Name

Date

Soldier's Signature

Quarters Address

12. Acronyms

A&T	Assignment & Termination
ACS	Army Community Service
AAPL	Area Priority Project List
ARFORGEN	Army Force Generation
AWP	Annual Work Plan
BAH	Basic Allowance For Housing
BAM	Barracks Area Manager
BM	Barracks Manager (Unit)
BOM	Between Occupancy Maintenance
BOSS	Better Opportunity for Single Soldiers
Budget SAG	Budget Sub Activity Group
BOR	Barracks Occupancy Report
C2	Command and Control
CAC	Common Access Card
CLS	Common Levels of Support
CNA	Certificates of Non-Availability
COR	Contracting Officer's Representative
CSR	Customer Service Representative
DAC	Department of the Army Civilian
DD	Department of Defense
DFAS	Defense Finance and Accounting Office
DMOP	Defense Management Operations Pay
DMPO	Defense Military Pay Office
DOL	Director(ate) of Logistics
DPTMS	Directorate of Plans, Training, Mobilization and Security
DPW	Director(ate) of Public Works
eMH	Enterprise Military Housing
ETP	Exception(s) to Policy
FLIPL	Financial Liability Investigation and Property Loss
FMO	Furnishing Management Office
FSG	Family Support Group
FTE	Full Time Equivalent
HQ USACE	Headquarters, United States Army Corps of Engineers
HSO	Housing Services Office
IDIQ	Indefinite Delivery – Indefinite Quantity
IFS	Integrated Facility System
IJO	Individual Job Order
IMCOM	Installation Management Command
ISR	Installation Status Report
ISR-I	Installation Status Report – Infrastructure
ISR-S	Installation Status Report – Services
JOC	Job Order Contract
JPAS	Joint Personnel Adjudication System
LRP	Long Range Plan
MATOC	Multiple Award Task Order Contract
MDEP	Management Decision Evaluation Package

MILCON	Military Construction
NCO	Noncommissioned Officer
NMA	Non-Medical Attendant
PII	Personally Identifiable Information
PM	Project Manager
PM	Preventive Maintenance
PP	Permanent Party
PTE	Permission to Enter
RDF	Rapid Deployment Facility
RTA	Ready to Advertise
SJA	Staff Judge Advocate
SME	Subject Matter Expert
SNA	Statement of Non-availability
SO	Service Order
SSH	Single Soldier Housing
TDA	Table of Distribution and Allowances
TIYA	DPW Contractor
TLA	Temporary Lodging Allowance
TLE	Temporary Lodging Expenses
TO	Task Order
UCFR	Unit Commander's Finance Report
UPH	Unaccompanied Personnel Housing
USACE	United States Army Corps of Engineers
WO	Work Order
WT	Warrior in Transition

13. Definitions.

BASIC ALLOWANCE FOR HOUSING (BAH) – A pay allowance to uniformed Service Members based on geographic duty location, pay grade, and dependency status. BAH is intended to provide accurate and equitable housing compensation based on housing costs in local civilian housing markets, and is payable when government quarters are not provided.

Better Opportunities for Single Soldiers - The Army's **BOSS** program is a Morale, Welfare, and Recreation (MWR) program designed to be the collective voice for single Soldiers through the chain of command. Through its three core components, quality of life, recreation and leisure, and community service, the program serves as a tool by which commanders can gauge the morale of single Soldiers, increase Soldier retention, and sustain combat readiness.

BRIGADE FOOTPRINT – Grouping of UH buildings that are primarily occupied by Soldiers from a brigade-sized unit and for which the unit delivers property management support to residents.

CERTIFICATES OF NON-AVAILABILITY (CNA) – Authorization to begin payment of BAH to a Service Member. CNAs will be issued only when installation UH occupancy is above 95% or when a regulatory exception exists, as outlined in AR 420-1, Section 3-18.

FACILITY MANAGEMENT – Services focusing primarily on the maintenance of the facility, which include preventive maintenance building inspections, preparing annual and long range work plans, master planning, grounds maintenance, and processing diversions/conversion requests.

FIRST SERGEANTS BARRACKS PROGRAM (FSBP) – Program implemented in 2007 that centralized the property management of barracks under garrison operation.

FURNISHINGS MANAGEMENT – A component of housing program management that provides furniture and appliances ensuring all UH are furnished to a standard that provides a healthy, comfortable environment for residing Soldiers.

HOUSING PROGRAM MANAGEMENT – Services that support and facilitate operation and maintenance of housing facilities, which include providing housing policy expertise; CNA processing; teaching, coaching, and mentoring mission units and garrison staff on housing procedures and policies; leading routine partnering sessions with Garrison and unit leadership; requirements planning for UH facilities; and health and welfare inspections.

PROPERTY MANAGEMENT – Perform daily accountability for upkeep of facility and furnishings reporting using the enterprise Military Housing (eMH) data management application to include room assignment and termination, space and key management.

UNACCOMPANIED HOUSING (H): Army-owned or leased housing assets for bona fide bachelor personnel, personnel assigned to a “Dependent Restricted Tour”, or personnel serving an “All Others Tour” overseas. Assets include:

- Barracks
- Senior leader quarters (SLQ)
- Warrior in Transition (WT) barracks
- Training and transient unaccompanied housing
- Bachelor Officer Quarters (BOQ)
- Senior Non-commission Officer housing (SEBQ)

14. Annexes.

14.1. Annex A –Maneuver Center of Excellence (MCoE) Standards



DEPARTMENT OF THE ARMY
HEADQUARTERS UNITED STATES ARMY MANEUVER CENTER OF EXCELLENCE
1 KARKER STREET
FORT BENNING, GEORGIA 31905-5000

REPLY TO
ATTENTION OF

ATZB-CG

21 August 2012

MEMORANDUM FOR ALL MANEUVER CENTER OF EXCELLENCE SOLDIERS

SUBJECT: Maneuver Center of Excellence Standards

1. The Maneuver Center of Excellence (MCoE) mission demands the highest standards. The MCoE Standards guide unit operations, govern Soldier and leader conduct, and emphasize important operational rules that sometimes are forgotten if they are not written down. The standards established in this memorandum apply throughout Fort Benning. Ensuring that MCoE Standards are understood and enforced among all Soldiers, not only those in their direct Chain of Command, is the responsibility of all Officers and NCOs.

2. The Maneuver Center of Excellence Standards.

a. Leadership. Understand the mission and act—do not wait for orders.

(1) Leaders are responsible for their Soldiers and the mission all the time. “When in charge take charge.” The senior Soldier present should know the mission and use his or her judgment actively. Take initiative consistent with intent.

(2) Demonstrate perfect discipline. Leaders enforce discipline and standards. All leaders make on-the-spot corrections—never walk away from a deficiency.

(3) Leaders maintain personnel accountability.

(4) Leaders establish objectives and priorities of work. Ensure that no time is wasted.

(5) Leaders ensure all equipment is accounted for and maintained properly. Enforce Preventive Maintenance Check Services (PMCS) by-the-book.

(6) Leaders conduct thorough Preventive Combat Checks and Preventive Combat Inspections to ensure all equipment and Soldiers are ready to train and accomplish the mission.

(7) Leaders ensure information flows through the Chain of Command and Soldiers stay well-informed about current and future operations.

(8) Leaders inspect Soldiers’ rooms/living quarters and conduct in-ranks inspections to maintain standards.

(9) Leaders counsel subordinates and ensure personnel (awards and evaluations), medical, and finance (pay) actions are complete, timely, and accurate.

ATZB-CG
SUBJECT: Maneuver Center of Excellence Standing Orders

(10) Leaders are responsible for the physical and behavioral health of their Soldiers and ensure every Soldier gets the care that he or she needs.

(11) Leaders are responsible for their unit's Motorcycle Mentorship and Privately Owned Vehicle (POV) Safety Program and ensure all riders/drivers meet required guidelines.

(12) Leaders will consider environmental effects on training and have proper risk mitigation in place. All Soldiers will train on the treatment of hot and cold weather casualties.

b. Mission: The MCoE provides trained, agile, adaptive, and ready Soldiers and leaders for an Army at war, while developing capabilities for the Maneuver Force and the individual Soldier and providing a world-class quality of life for our Soldiers, Civilians, and Army Families. Make everything we do contribute to our mission.

c. Training: Train to standard. Conduct all training under conditions that safely replicate combat as closely as possible. Stop training if it is not right and correct it.

(1) Focus on Mission Essential Task List (METL) and METL-related battle tasks, leader tasks, and individual tasks. Relate all training to METL.

(2) Prepare in detail/teach basics.

(3) Establish and brief training objectives at all levels.

(4) Start training on time with all Soldiers present.

(5) Evaluate, After-Action-Review (AAR), and critique all training. Retrain to meet standards.

(6) Post schedule or Programs of Instruction (POIs).

(7) Think safety. Conduct risk management for every operation and continually reassess.

(8) Plan and rehearse Casualty Evacuation and recovery.

d. Sponsorship/New Arrivals.

(1) Make integrating new Soldiers and their Families into our team a top priority. New Soldiers will judge our post and their units soon after arrival.

(2) Troop/Company First Sergeant and Commander will see all newcomers within two duty days. Sergeants First Class and above will report to the Squadron /Battalion Command Sergeant Major within two duty days, the Squadron/Battalion Commander as soon as possible (within the first week of arrival), and the Regimental/Brigade Commander at the next scheduled welcome session.

ATZB-CG

SUBJECT: Maneuver Center of Excellence Standing Orders

(3) All newcomers will attend the MCoE Newcomers Brief and Chain of Command will encourage sponsors and spouses to attend the MCoE Newcomers Bus Tour.

(4) All Soldiers will receive a brief on the MCoE Standards.

e. Military Courtesy. It is an indicator of unit pride and professionalism.

(1) Soldiers will salute an officer when they recognize him or her whether the Soldier or the officer is in or out of uniform. The salute will accompany the Post greeting, (One Force, One Fight) or the unit greeting.

(2) Soldiers will stand when addressed by an officer or NCO. Junior officers will stand when addressed by a more senior officer.

(3) Announce "AT EASE" when an officer enters the dining facility, unless there is a more senior officer already present.

(4) Announce "ATTENTION" when an officer enters all other buildings/rooms, unless there is a more senior officer already present.

(5) Respect Soldiers: no slighting references, no "talking down" to the troops; do not tolerate inappropriate or offensive language.

(6) Lieutenants in particular are important to our success. They are not an "L.T." They are not an apprentice. They are or will soon become our first line combat leaders.

f. Formations are strictly military.

(1) Everyone will be in uniform.

(2) Conduct military formation IAW FM 3-21.5.

(3) Conduct in-ranks inspections at work call formation.

(4) Squad-sized units and above will march to/from training.

g. Billets are military living areas. Barrack standards ensure quality of life for all our Soldiers.

(1) Occupants will clean common areas; NCOs and Chain of Command will inspect daily.

(2) NCOs will inspect living areas weekly, platoon leaders monthly, and Troop/Company Commanders quarterly.

(3) Everything on walls will present a neat, orderly appearance—no pornography.

ATZB-CG

SUBJECT: Maneuver Center of Excellence Standing Orders

(4) Soldiers will maintain all barracks/facilities and furniture.

h. Driving while intoxicated/under the influence is intolerable. Troop/Company Commander and/or First Sergeant will pick up violators from the detention facility.

i. The MCoE will not tolerate drug use.

j. Weekend Supervision.

(1) Units will have Chain of Command presence in billets after duty hours and weekends.

(2) First-line leaders must know their Soldiers' plans and help manage off-duty risk.

(3) Regiments/Brigades and Battalions/Squadrons will plan trips and activities for Soldiers when appropriate and encourage participation in Family and Morale, Welfare and Recreation events.

k. Vehicle Operations/Maintenance.

(1) Vehicle does not move without licensed operator and proper dispatch.

(2) Safety briefing with every mission.

(3) Senior occupant responsible for appearance of vehicles, speed, personnel, safe conduct, and before/during/after PMCS for vehicle.

(4) No smoking in or around vehicles.

l. Supply Accountability. The Command Supply Discipline Program is commander business. Account for everything. Ensure Soldiers have everything they need for training.

(1) Hand receipt holder is liable for property. Hand receipt equipment to user level.

(2) Report lost property immediately.

(3) Conduct monthly inventories.

(4) Turn in excess.

m. Safety. Think safety in everything we do.

(1) Conduct risk management at the lowest level. Brief Soldiers on safety as part of every operation.

(2) No speeding or unsafe vehicle operations.

ATZB-CG

SUBJECT: Maneuver Center of Excellence Standing Orders

- (3) Drivers will use ground guides in motor pools and assembly areas.
- (4) Only use authorized tent stoves and authorized fuel in stoves.
- (5) Crew drills are standard for safety as well as for combat effectiveness.
- (6) Eye protection is mandatory when operating outside of the Garrison area.

n. MCoE Critical Systems. When there is a problem in one of these areas, it stops us from doing what we planned to do. Therefore, it is essential that we carefully manage each of these areas:

- (1) Security of classified documents.
- (2) Communication Security/Operation Security.
- (3) Arms/ammunitions/sensitive item accountability.
- (4) Safety.
- (5) Legal systems/procedures.
- (6) Live-fire exercises.
- (7) Care of Soldiers and Family members.
- (8) Environmental conservation.

o. Be proud that you are critical to ensuring our Army's ability to fight and win in combat. Speak well of your team; be positive. Share and borrow ideas. Offer criticism, opinions, and recommendations through the Chain of Command (commanders, first-line leaders, chaplains, IGs).



JAMES J. CARABELLO
Command Sergeant Major, USA
Command Sergeant Major MCoE



H. R. MCMASTER
Major General, USA
Commanding

DISTRIBUTION:

CSM/SGM, MSC DCO/XO, BN CDR, MSC CDR LISTS

14.2. Annex B - Work Order/Service Order Process

1. Maintenance and Repair Procedures are as follows:

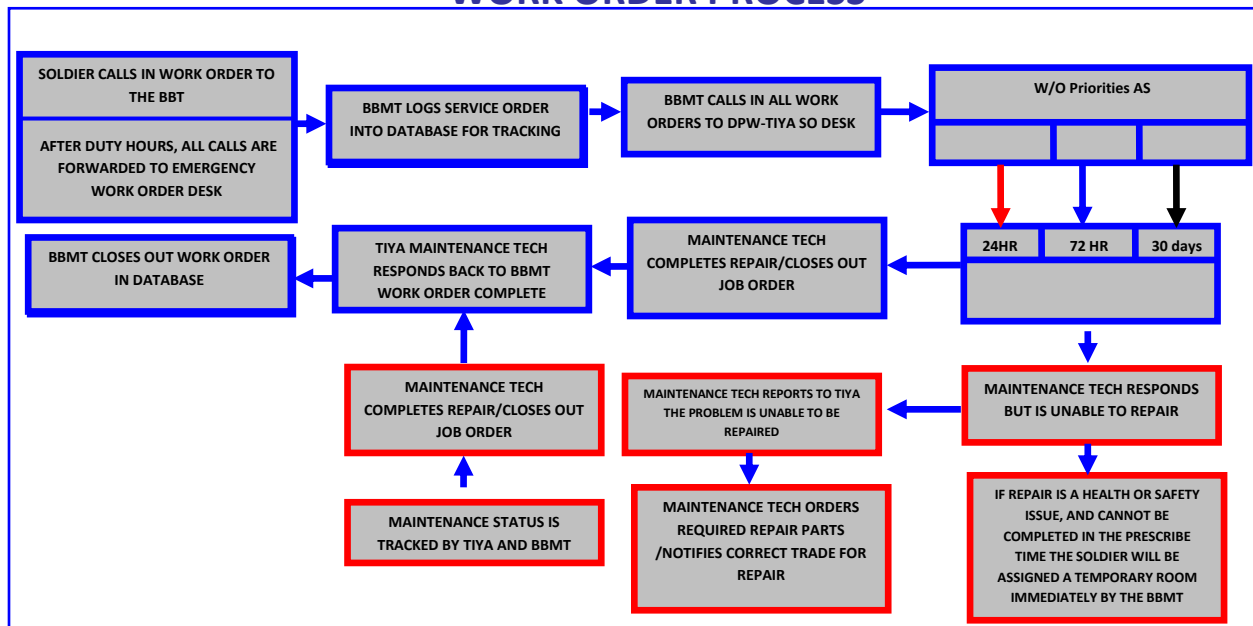
Barracks Manager (BM) Responsibilities: Management functions are performed by the BM, NCOIC to ensure work order requests are properly submitted. This includes all work orders related to the sustainment of the barracks buildings and rooms. Specific subtasks include:

- a. BM – Immediately call into DPW work order desk, all work orders reported by Soldiers or unit leadership upon notification of work order. Log all work orders in the maintenance tracking spread sheet. Log all completed work orders once notified by maintenance personnel. They are to be verified by the BM. Log all work orders not completed and reason for incomplete status.
- b. BM – Will perform monthly Preventative Maintenance (PM) checks of barracks; Identify all maintenance issues, report deficiencies to work order desk, track preventative maintenance, and maintain self help items (light bulbs, hood filters, tub stoppers, etc.).
- c. BM - Performs monthly inspections of vacant rooms (specifically prior to assignment) and correction/adjustments of any physical deficiencies to the room, furnishings and equipment.
- d. Ensure Soldier completes and returns the move-in inspection checklist to the BM office.
- e. Conduct joint inspection of the room, furnishings, and equipment with the Soldier upon move-out. Reconciles move-out inspection against move-in inspection. The BM will prepare all required statement of charges (DD form 139), if needed.

2. DPW – TIYA Contractor Responsibilities:

- a. Conduct Between Occupancy Maintenance (BOM) of cleared rooms to include wall repairs/painting as needed, floor maintenance, maintenance and repair of plumbing fixtures, repair/replacement of electrical switches/outlets, door/window hardware and screens, and repair/replacement of furnishings and equipment.
- b. Record all work orders identified during PM checks of barracks, complete all PM work orders, report work orders completed to BM office. Maintain itemized cost list of all items replaced and maintain a record of man hours.
- c. Respond to Work Order (WO) request for repairs and maintenance to the rooms or the barracks buildings based on Emergency, Urgent, and Routine priority. (See WO Process diagram below)
- d. Stock for Troop Self-Help Store Services (706) 545-2590.
- e. Work order process:

WORK ORDER PROCESS



14.3. Annex C – Certificate of Non-availability (CNA) Process

Housing Division Procedures for Requesting a Certificate of Non-availability (CNA)

1. Prior to submission of a request for Certificate of Non-availability (CNA), the chain of command should ensure that all barracks space is being utilized. AR 420-1 requires that installations maintain a minimum of 95% utilization rate for barracks before CNAs be issued.

2. Procedures to be followed:

A. The request is prepared by the Personnel Administration Center (PAC) or designated unit representative for the Soldier and is submitted in memorandum format through Soldier's Chain of Command (i.e., 1SG, Company Commander) with signature block for the Company Commander. In the Commander's absence, the unit First Sergeant can sign for him/her.

B. If requests are disapproved, the process is complete.

C. Approved requests should contain the following information (example requests are provided). You *must* state if you are asking for BAH at the *with* or *without* dependent rate and reason you are asking to reside off post, and the effective date. The following constitute reasons that a Soldier may be authorized to reside off post and draw BAH:

- (1) Space not available overall on the installation; barracks occupancy rate exceeds 95%.
- (2) Pregnant female Soldiers can be released from the barracks upon notification of pregnancy, but not later than 7 months or 28 weeks. Statement of pregnancy or Physical Profile form containing the expected date of delivery is required along with the orders and the letter from the chain of command.
- (3) Service member with court ordered joint custody or visitation rights of six months or more. Packet must contain the court ordered document.
- (4) All married military service members in the grade of SGT/E5 and below are authorized to reside off post providing that their spouse is also stationed at Fort Benning or within a 60 mile radius and will be issued a statement of non-availability. The packet must contain the orders of both service members as well as the marriage certificate.
- (5) Service member married prior to spouse enlisting in military service. Must have the enlistment contract of the spouse and copy of lease. Can only be approved for duration of lease agreement.
- (6) Service member married to civilian. Provide marriage certificate to RCI Housing Office.
- (7) Recently divorced service members that request and receive an approved exception to policy for the remainder of their lease, must be prepared to store their household goods at their own expense. The installation will not pay for storage of excessive household goods resulting from divorce.

D. Once the request is signed by the Soldier, forward through the chain of command for signatures, and hand carry to the RCI Housing Office, Building 280, 6701 Transportation Street, Main Post, for processing and completion.

(1) The average time to processing of a packet is 15 days; however, it may also depend upon staff work load and any holiday schedules.

(2) Once completed, the Soldier returns to the RCI Housing and receives the CNA, they must take it to the Finance & Accounting Office for processing of entitlements.

(3) If the Soldier is deployed, in the field, TDY, etc., and not available to sign the CNA, the unit must include a memorandum with the packet, signed by the company commander or his designated representative. Once this has been completed, attach it to the CNA packet and process to the Finance and Accounting Office.

(4) If a Soldier has excessive household goods and is requesting a CNA, they will have to request an exception to policy because this is not an entitlement. They must submit a list containing the excessive goods and the circumstances which led to the acquirement of such items. Fort Benning will not pay for storage of excess household goods.

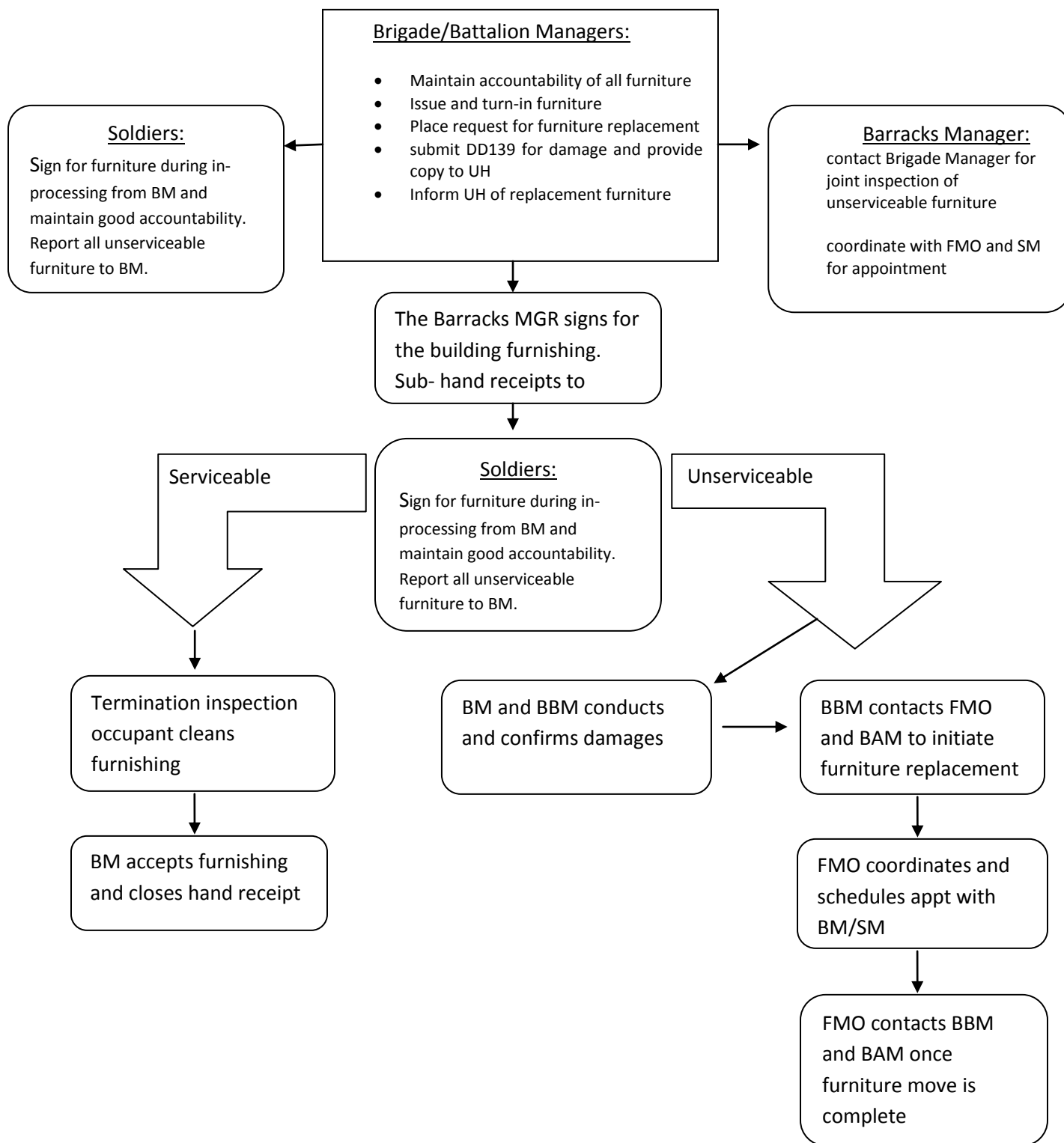
3. If further clarification needed or should you have any questions, please contact the RCI Housing Office at (706) 545-8324/3803/0667. If you have questions about the CNA/ETP process, examples can be obtained from the CAC servicing the unit. You can also gather information from the Housing website: <https://www.benning.army.mil/garrison/dpw/Housing.html>.

14.4. Annex D – Serviceability of Furniture Process

Barracks Occupants will report any unserviceable furniture in need of replacement/exchange; due to damage, missing, fair wear and tear, or inoperable, as follows.

- 1) Occupant - Contacts the Barracks Manager (BM) to report unserviceable furniture in need of replacement/exchange. Information will include; 1) Name/Rank, 2) building and room number 3) work & cell phone contact numbers and 4) item(s) to be replaced and condition.
- 2) Barracks Manager (BM) – Contacts the brigade level BM for joint inspections of reported unserviceable furniture and brigade BM determines if: 1) Occupant is charged, due to damage, on a DD form 139(Military Pay Adjustment), 2) furniture is unserviceable due to fair-wear and tear, or 3) furniture is inoperable. The BM then requests replacement furniture by contacting the FMO by email.
 - a) Serviceable: item(s) functional and operational for use.
 - b) Unserviceable: item(s) damaged or inoperable and not usable.
- 3) Brigade level Barracks Manager (BM) - contacts/emails Furnishings Management Office (FMO) to initiate the replacement action.
- 4) Furnishings Management Office (FMO) - Notifies brigade Barracks Area Manager (BAM), by e-mail, when furniture replacement action is completed.

Furniture Serviceability - Annex D



14.5. Annex E – Key Control/Lock-outs

Brigade/Battalion Key Control.

A Brigade Headquarters Command Sergeant Major exercises key control over the barracks keys that are permanently issued to the Brigade. Unit leaders and individual Soldiers exercise key control over keys that were issued on a temporary basis. Brigade/Battalion Key Control at Fort Benning will be identified by the Garrison and assigned for three geographic Contonment areas.

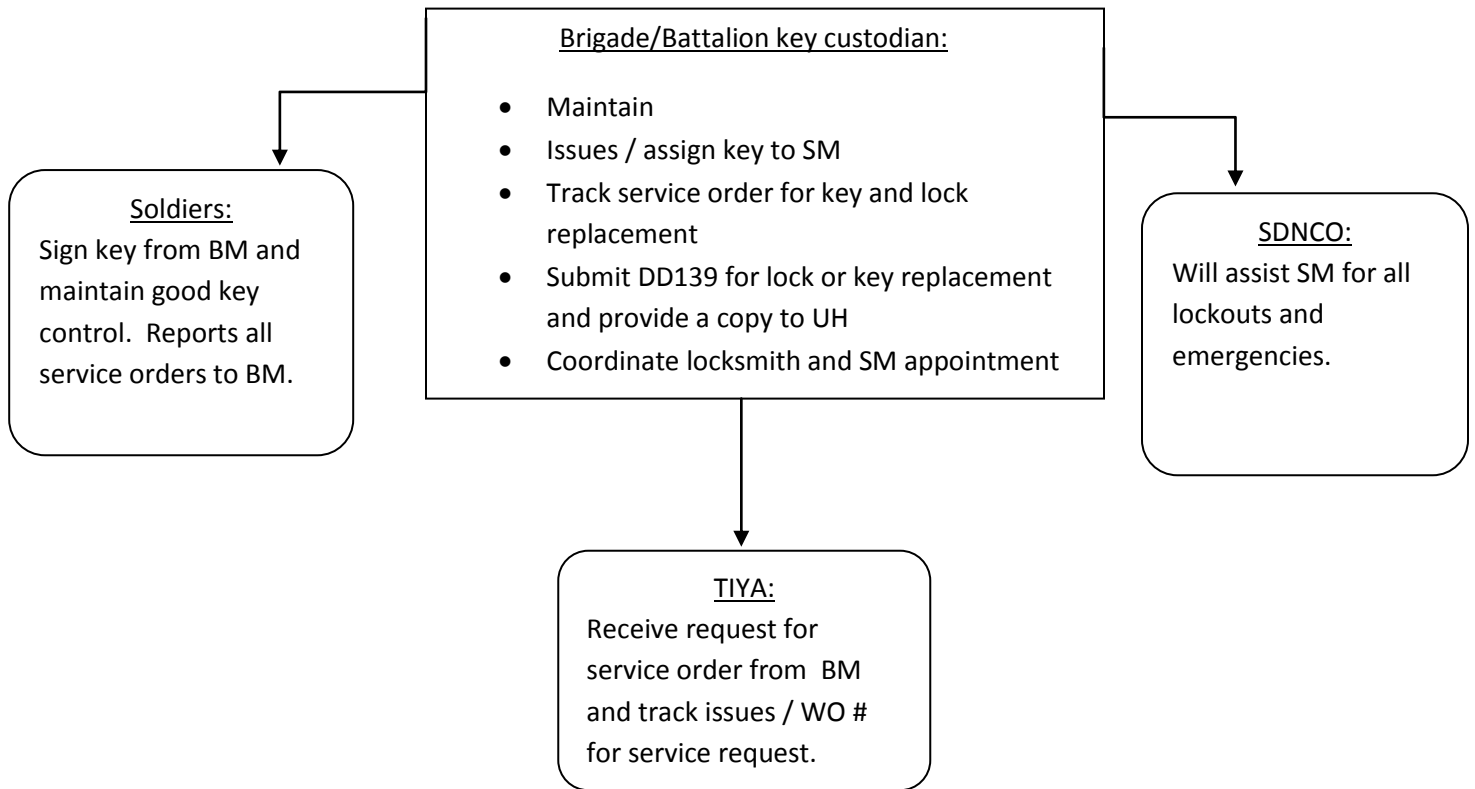
Occupant Key Control.

- a. Soldiers will sign for their key(s) (room, mailbox, and/or storage) from the unit when assigned to the room.
- b. Soldiers exercise key control over his or her assigned quarters. They are responsible for the security of their key(s)/access card and, if lost, will pay for the cost of replacement key(s) or a new lock. Mailbox keys must be paid for directly to the Post Office and payment receipt returned to their chain of command to retrieve new key later from the Postal Service.
- c. All keys/access cards are subject to inventory by the chain of command at anytime.

Lock-Outs.

Both Brigade level and Battalion level managers (BM), Staff Duty Non-Commissioned Officer (SDNCO) will be responsible to provide lockout assistance to building occupants in their designated areas 24-hours a day/7 days per week.

Key Control Process - Annex E



14.6. Annex F – Training Schedule (1 year forecast)

Enterprise Military Training (eMH) training for the upcoming year will consist of the following dates and locations:

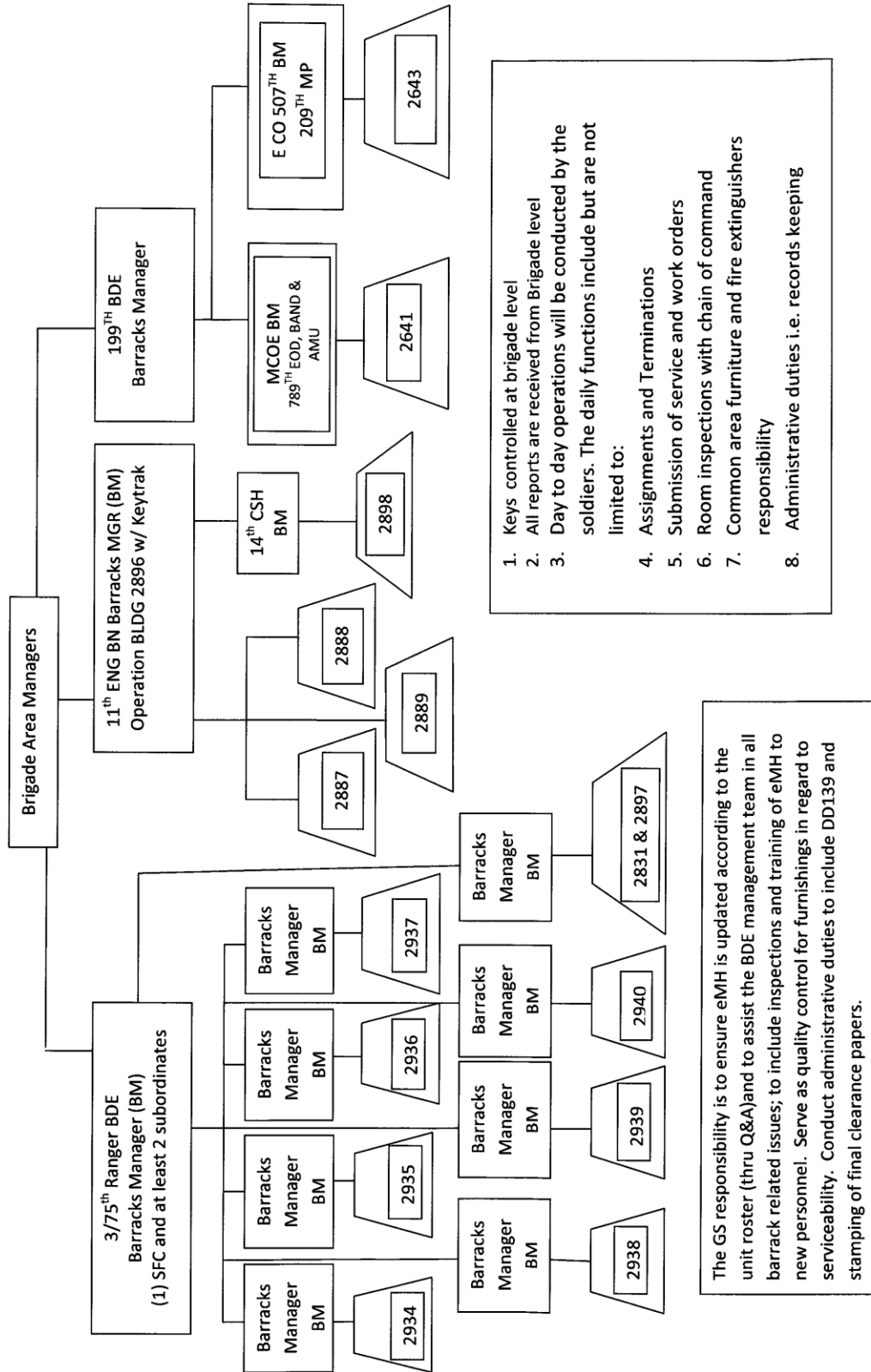
9 January 2013	Building 2764
13 February 2013	Building 2764
27 March 2013	Building 4, McGinnis-Wickam Hall W109
8 May 2013	Building 2764
19 June 2013	Building 2764
31 July 2013	Building 4, McGinnis-Wickam Hall W109
11 September 2013	Building 4, McGinnis-Wickam Hall W109

Future training dates to be determined. For any further questions, please contact (706) 545-3803.

14.7. Annex G – Main Post Brigade Set-Ups

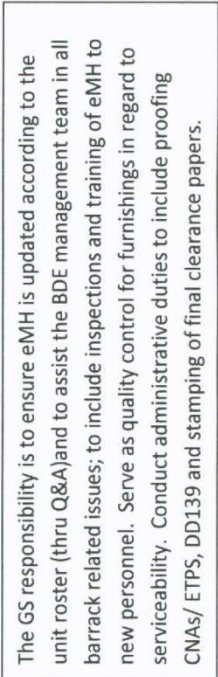
(SEE CHART ON NEXT PAGE)

CURRENT FSBP 2020 OPERATIONS FOR MAIN POST




14.8 Annex H - Kelley Hill Brigade Set-Ups

(SEE CHART ON NEXT PAGE)



15. **PROponent:** The proponent for this handbook is the MCoE CG, MG McMaster. The POC for this policy handbook is the Chief, RCI/Housing Division, DPW, (706) 545-3803.

JAMES J. CARABELLO
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